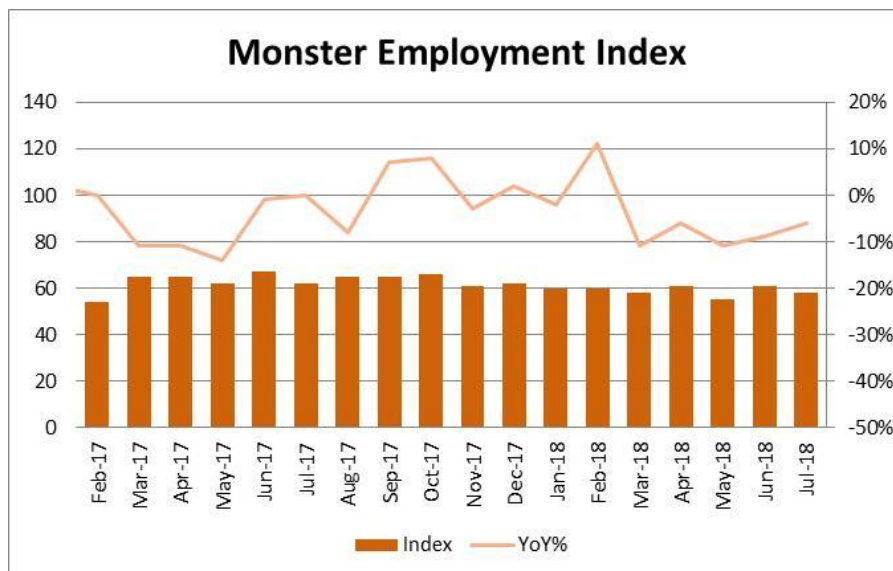


High demand for Hospitality & Travel professionals in Malaysia

- **Hospitality & Travel** led annual growth in online demand among occupation groups for the third consecutive month, up **7% year-on-year** in July 2018, according to the latest Monster Employment Index (MEI)
- Overall however, Malaysia witnessed a **6% year-on-year decline** in online recruitment activity in July.
- The **IT, Telecom/ISP and BPO/ITES** sector registers the steepest growth among sectors at **11% year-on-year** while the **Retail** industry exhibits the sharpest decline at **28% year-on-year**.
- **Customer Service** job roles were the least in demand at **-19% year-on-year**.



KUALA LUMPUR, 19 September 2018 – Hospitality & Travel roles were the most in-demand profession among occupation groups for the third consecutive month, up 7% year-on-year in July 2018, according to the latest Monster Employment Index (MEI).

On a short-term basis, the job-role registered double-digit growth - up 21% in a three-month period and 24% across a six-month period.

Hospitality & Travel professionals also constituted the highest share of part-time/temporary jobs among other occupations at 35% in July.

[The Monster Employment Index \(MEI\)](#) is a gauge of online job posting activities compiled monthly by [Monster.com](#). It records the industries and occupations that show the highest and lowest growth in recruitment activity locally.

However, Malaysia's overall online hiring activity declined 6% year-on-year in July. Among the nine industry sectors monitored by the Index, four saw positive annual growth.

The **IT, Telecom/ISP and BPO/ITES** and **Oil & Gas** sector continue to chart the most notable year-on-year growth, with both industries registering 11% in July.

The **Logistic, Courier/ Freight/ Transportation, Shipping/ Marine** also ranked among the

top growth industries in July, up 5%, whilst the **Production/Manufacturing, Automotive and Ancillary** witnessed an uptrend in online recruitment activity (up 1%) for the first time since March 2018.

On the other hand, both the **Retail** and **BFSI** industry continued to record the steepest annual decline among all sectors since March 2018. In July, the Retail sector was down 28%, followed by the BFSI sector at 16%.

Customer Service roles remained the worst performing occupational group, reporting a decline of 19% y-o-y and **Sales & Business Development** professionals also continued to witness negative growth in the last four months, down 13% y-o-y in July.

“With Malaysia’s tourism sector identified as one of the major contributors to the nation’s economic success, welcoming 8.47 million tourists in the first four months of the year, growth in the hospitality and travel industry appears poised to continue,” said **Abhijeet Mukherjee, CEO of Monster.com – APAC and Middle East.**

“Hotels have been mushrooming in Malaysia as well, with a number of renowned hotel brands venturing into the local scene for the first time. Evolving technologies and data-driven personalisation are further shaping the future of travel - driving brands to continuously innovate and explore new possibilities around better service experiences. This not only creates new types of job roles within the hospitality and travel industry but also fuels demand for talents who learn how to collaborate with both people and technology.”

The [Monster Employment Index Malaysia](#) is a monthly gauge of online job posting activity, based on a real-time review of millions of employer job opportunities, culled from a large representative selection of career websites and online job listings across Malaysia. The Index does not reflect the trend of any one advertiser or source, but is an aggregate measure of the change in job listings across the industry.

Monster Employment Index Malaysia results for the past 18 months are as follows:

Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Y-o-Y
54	65	65	62	67	62	65	65	66	61	62	60	60	58	61	55	61	58	-6%

Top Growth Industries

Year-over-year Growth	Jul 17	Jul 18	% Growth Y-o-Y
IT, Telecom/ISP and BPO/ITES	92	102	11%
Oil and Gas	83	92	11%
Logistic, Courier/ Freight/ Transportation, Shipping/ Marine	66	69	5%
Production/Manufacturing, Automotive and Ancillary	89	90	1%

Lowest Growth Industries

Year-over-year Growth	Jul 17	Jul 18	% Growth Y-o-Y
Advertising, Market Research, Public Relations, Media and Entertainment	61	56	-8%
Hospitality	60	53	-12%
BFSI	75	63	-16%
Retail	54	39	-28%

Top Growth Occupations

Year-over-year Growth	Jul 17	Jul 18	% Growth Y-o-Y
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Lowest Growth Occupations

Year-over-year Growth	Jul 17	Jul 18	% Growth Y-o-Y
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Hospitality & Travel	43	46	7%
Software, Hardware, Telecom	56	57	2%
Purchase/ Logistics/ Supply Chain	73	74	1%
Engineering /Production, Real Estate	68	66	-3%

HR & Admin	62	59	-5%
Finance & Accounts	73	64	-12%
Sales & Business Development	84	73	-13%
Customer Service	27	22	-19%

By Industry

	2017						2018						
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
IT, Telecom/ISP and BPO/ITES	92	92	95	99	93	100	96	97	84	94	88	101	102
Engineering, Construction and Real Estate	64	67	67	69	63	63	65	66	63	68	62	66	63
BFSI	75	78	75	76	69	69	66	68	66	70	57	68	63
Production/Manufacturing, Automotive and Ancillary	89	91	92	92	91	90	89	90	87	90	90	92	90
Oil and Gas	83	87	86	87	89	91	91	93	94	91	89	92	92
Hospitality	60	64	64	62	65	61	63	65	64	58	54	55	53
Retail	54	54	52	50	42	43	41	41	38	43	35	42	39
Logistic, Courier/ Freight/ Transportation, Shipping/ Marine	66	72	63	72	65	60	67	68	67	69	53	70	69
Advertising, Market Research, Public Relations, Media and Entertainment	61	63	62	62	59	60	57	57	56	59	53	60	56

By Occupation

	2017						2018						
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Software, Hardware, Telecom	56	59	60	69	65	70	61	61	50	58	48	60	57
Finance & Accounts	73	75	73	74	69	70	68	69	68	71	62	68	64
Sales & Business Development	84	87	88	88	82	84	76	76	72	76	70	72	73
Customer Service	27	24	22	24	18	21	24	24	19	21	17	22	22
Marketing & Communications	80	81	82	82	80	81	77	77	77	79	75	79	77
HR & Admin	62	64	61	62	59	57	58	58	59	62	57	61	59
Engineering /Production, Real Estate	68	71	71	73	67	68	69	70	68	70	65	71	66
Hospitality & Travel	43	39	45	46	41	36	37	39	45	38	46	49	46
Purchase/ Logistics/ Supply Chain	73	77	72	76	70	70	73	73	72	74	63	74	74

About the Monster Employment Index

Launched in May 2015, with data collected since February 2014, the Monster Employment Index is a broad and comprehensive monthly analysis of online job posting activity in Malaysia conducted by Monster Malaysia. Based on a real-time review of millions of employer job opportunities culled from a large, representative selection of online career outlets, including Monster Malaysia, the Monster Employment Index presents a snapshot of employer online recruitment activity nationwide. Monster has taken due care in compiling and processing the data available from various sources for Monster Employment Index, but does not guarantee the accuracy, adequacy or completeness of any information and is not responsible for any errors or omissions or action / decision taken or for the results obtained from the use of such information.

About Monster APAC & Gulf

Monster, for more than 20 years, is a leading online career and recruitment resource and with its cutting-edge technology provides relevant profiles to employers and relevant jobs to jobseekers across industry verticals, experience levels and geographies. Monster today has more than 200 million people registered on the Monster Worldwide network, and with operations in more than 40 countries, provides the widest and most sophisticated job seeking, career management, recruitment and talent management capabilities.

Monster in APAC & Gulf started its operations with India, in 2001 and has operations across India, Singapore, Malaysia, Philippines, Hong Kong, Vietnam, Thailand, Indonesia, UAE and Kingdom of Saudi Arabia. In India it is headquartered in Hyderabad, and has presence in 10 other cities of India viz., Mumbai, Delhi, Bangalore, Chennai, Pune, Kolkata, Ahmedabad, Baroda, Chandigarh, and Cochin. Monster Mobile App in India was voted Product of the Year in 2016 under the 'Mobile App Job' category in a survey of over 18000 people by Nielsen. Monster.com in India was also voted Product of the Year in 2015 and back in 2014, mPower Search was voted Product of the Year as well. The Indian Air Force Placement Cell (IAFPC) selected Monster India for a collaboration to provide a robust platform to assist retired and shortly retiring Air Warriors seek suitable second career opportunities in the corporate world. Monster also initiated 'Rozgarduniya.com' – a job portal exclusively for jobseekers in rural India to enable employers in corporate India to connect with rural talent, thus removing the traditional barriers they face in this process.

Monster continues its pioneering work of transforming the recruiting industry with advanced technology using intelligent digital, social and mobile solutions, and a vast array of products and services.

To learn more about Monster in APAC & Gulf, visit: www.monsterindia.com | www.monstergulf.com | www.monster.com.sg | www.monster.com.my | www.monster.com.ph | www.monster.com.hk

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